

2007.241-C

To whom it may concern:

It is FLATEL's position that it would be in the consumers best interest to identify what we feel to be an over charge of services from Embark. Most of the customers that FLATEL services are Credit Challenged and of a Lower Income Demo.

In order to service such customers, FLATEL must place a block on any and all services so that over charges do not occur costing the customer additional charges. It is the same charge that was brought to BellSouth's attention which they have since removed.

We believe the PSC should consider addressing this charge and to have it removed which would lower the price in the consumers best interest. I have attached a sample for your review.

Best regards,

Mr. Abby Matari

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6/19/2007

Resale Information

LTOS:2BFN PIC:NONE LPIC:NONE FPIC:B=Freeze Both

TN:863-675-4134 QTN:

LNA:N=New Installation

NPI: TSP: JKQTY:0

#PATHS: #RINGS: WIRE:

Feature Detail:

Activity	S&E Code	Description	Retail Rate	PCB	CLEC Rate
N	1FLC	AL - ACCESS LINE →	7.93	0.808	6.99
N	AAABNSG3CD*	BLOCK-COLL&3RD PARTY CLS		3.50	1.000 3.50
N	F3W1OFF*	DENY PPU 3-WAY CALLING		0.00	1.000 0.00
N	FTA1OFF*	DENY PPU REPEAT DIAL		0.00	1.000 0.00
N	FTB1OFF*	DENY PPU RETURN CALL		0.00	1.000 0.00
N	FTC1OFF*	DENY PPU CALL TRACE		0.00	1.000 0.00
N	FCT1FLCRB5*	DENY-YOLL BLK ECS-OPT'S		3.50	1.000 3.50
N	FPM1SPM*	DENY PPU PERSONL MESSENGR		0.00	1.000 0.00
N	AAAHWRCL3	INSIDE WIRE MAINTENANCE		4.45	1.000 4.45
N	AAAALS*	LOCAL SERV REQUEST FREEZE		0.00	0.808 0.00

Total for Line: \$17.84

PON 23952

TOTAL BLOCK (X)

DISPUTE

Wednesday, June 13, 2007 AOL: FLATEL

6/19/2007